

From: daevans@oracle.com@inetgw
To: Microsoft ATR
Date: 11/19/01 1:16pm
Subject: Microsoft vs. DoJ settlement.

Ms. Renata Hesse,

I have been told that this email address is for public comment on the settlement between Microsoft (MS) and the The Department of Justice (DoJ).

As a long time user of MS's products and other operating systems may I open my comment by saying how sorry I was to see such meager sanctions imposed and the way the DoJ has failed to seek more effective remedies.

I've been in the IT industry for over fifteen years. Most of that time I was in Australia before being lured to the US by Oracle. In that time I had to pay punishingly high rates for MS products. In some cases the products didn't even work as stated. I can give an example of MS-DOS 3.3 with MS Word and output to early laser printers. There was no effective support and no way to get this fixed and no ability to get a refund thanks to the barriers MS had put up between itself and the customer base.

Over the years, up to MS-DOS 6.1 and into Windows 95, 98, 2000, Windows for WorkGroups and NT I see nothing has changed. They make their systems more proprietary, make it harder to connect to and refuse to acknowledge any problems with their products. Over the years they have blamed the hardware, other products and hackers - generally only to release a patch to fix a problem with their products. I had hopes that the DoJ would take the way MS acted in court, their history of non-compliance and their predatory practices into account. I was sad when I read read the current turnabout.

As to the future - does anyone really believe they will abide by any court order that restrains them from further unscrupulous acts? I don't think so and neither do many of the pundits in the media and the internet. We have been burned so many times by MS that I think the negative reaction to MS is very understated. I hope that you and your fellow prosecutors who have basically given MS free reign are left to untangle some of the technical problems that you are now saddling the IT community with. Ever tried to download a patch for MS from a non-MS browser to help someone else - it just hangs.

If I went into every problem I've had over the years from MS's control of the boot loader to it's almost PostScript compliant output in its applications I would need several weeks. However I'm sure you will have many other people who also wish to voice their disgust so I'll leave me email here.

If anybody wants further contact I'm willing to expand on details by email.

Sincerely,

David Evans

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